

# Employee Assistance Program Service Summary Southwestern Ohio Educational Purchasing Coun

Effective date: 07/01/2021



Available 24/7, 365 days a year  
Everything you share is confidential\*

Life can be full of challenges. Your Anthem Employee Assistance Program (EAP) is here to help you and your household members. EAP offers a wide range of no-cost support services and resources, including:



### Counseling

- Up to 3 visits per issue
- In-person or online visits
- Call EAP or use the online Member Center to initiate services



### Legal consultation

- 30-minute phone or in-person meeting
- Discounted fees to retain a lawyer
- Free legal resources, forms, and seminars online



### Financial consultation

- Phone meeting with financial professionals
- Regular business hours; no appointment required
- Free financial resources and budgeting tools online



### ID recovery

- Help reporting to consumer credit agencies
- Assistance with paperwork and creditor negotiations



### Dependent care and daily living resources

- Online information about child care, adoption, elder care, and assisted living
- Phone consultation with a work-life specialist
- Help with pet sitting, moving, and other common needs



### Other anthemEAP.com resources

- Well-being articles, podcasts, and monthly webinars
- Self-assessment tools for emotional health issues



### Crisis consultation

- Toll-free emergency number; 24/7 support
- Online critical event support during crises

We are ready to support you

You can call us at 800-865-1044, or go to [anthemEAP.com](https://www.anthemEAP.com) and enter your company code: SWOH EPC.

When something unexpected happens, EAP can help you figure out your next steps. Contact us today.

\* In accordance with federal and state law, and professional ethical standards.

This document is for general informational purposes. Check with your employer for specific information on the services available to you.

Language Access Services - (TTY/TDD: 711)

Spanish - Tiene el derecho de obtener esta información y ayuda en su idioma en forma gratuita. Llame al número de Servicios para Miembros que figura en su tarjeta de identificación para obtener ayuda.

Chinese - 您有權使用您的語言免費獲得該資訊和協助。請撥打您的 ID 卡上的成員服務號碼尋求協助。

Anthem complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

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# Mental health support at no extra cost

Learn about the care options available with your EAP

If you or a loved one need support for coping with life, reducing stress, or living with a mental health issue, you are not alone. Your Employee Assistance Program (EAP) offers work and life support at no extra cost. Each member of your household can have 3 visits with an EAP counselor per issue, per year. Asking for help can be the hardest part. The information below details the resources available to you, including how to reach out when you're ready.



	Face to Face Counseling	Emotional Well-being Resources	Talkspace	LiveHealth Online
<b>What is it?</b>	Confidential in-person sessions with a licensed professional counselor.	Resources and support to help you live your happiest, healthiest life, including self-help digital tools to help improve your emotional well-being.	Personalized match with a therapist. 24/7 access to confidential messaging with therapist via text, audio, or video and the ability to schedule a virtual visit in real time.	24/7 confidential counseling through scheduled visits over live text message, telephone, or video.
<b>When do I use it?</b>	When you need help managing: <ul style="list-style-type: none"> <li>Depression</li> <li>Stress</li> <li>Anxiety</li> <li>Chronic pain</li> <li>Drug and alcohol use</li> <li>Emotional health issues</li> </ul>	When you need help managing: <ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> <li>Sleep issues</li> <li>Panic</li> <li>Social anxiety</li> <li>Stress</li> <li>Drug and alcohol use</li> <li>Worry</li> </ul>	When you need help managing: <ul style="list-style-type: none"> <li>Anxiety</li> <li>Depression</li> <li>Grief</li> <li>Relationships</li> <li>Sleep</li> <li>Stress</li> <li>Drug and alcohol use</li> <li>Trauma</li> </ul>	When you need help managing: <ul style="list-style-type: none"> <li>Anxiety</li> <li>Stress</li> <li>Depression</li> <li>Grief</li> <li>Relationships/family issues</li> <li>Panic attacks</li> <li>Coping with illness</li> </ul>
<b>What does it cost?</b>	No extra cost.	No extra cost.	No extra cost. Includes 3 sessions per issue, per year, as part of your EAP counseling	No extra cost. Includes 3 sessions per issue, per year, as part of your EAP counseling visits.
<b>How do I connect?</b>	Call your EAP 24/7 at <b>800-865-1044</b> .	Visit <b>anthem.com/EAP</b> . You can also use the Sydney <sup>SM</sup> Health mobile app.	Visit <b>talkspace.com/associatecare</b> and select Get Started. Provide the requested information and enter <b>SWOH EPC</b> as your organization name.	Use the Sydney <sup>SM</sup> Health app or visit <b>anthem.com</b> or <b>anthem.com/EAP</b> to find virtual care options that are right for you.

## Take care of yourself

Your mental and emotional well-being matter just as much as anything else on your to-do list. Don't hesitate to reach out to any of the resources above when you need support. You can also call your EAP at **800-865-1044** or visit **anthem.com/EAP** and enter company code: **SWOH EPC**.

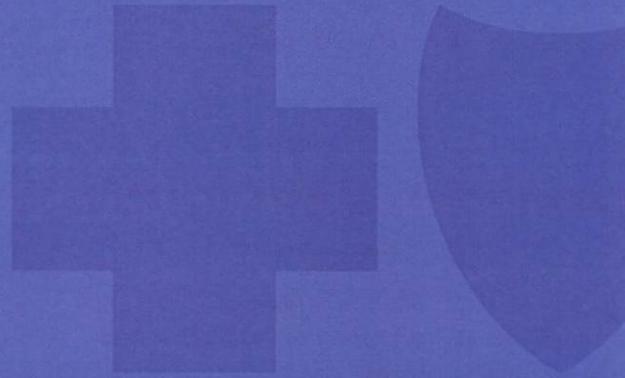
Sydney Health is offered through an arrangement with Cereon Digital Platforms, a separate company offering mobile application services on behalf of your health plan.

LiveHealth Online is offered through an arrangement with Anwell, a separate company, providing telehealth services on behalf of your health plan.

Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 (National Suicide Prevention Lifeline) and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Talkspace does not offer emergency services.

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# Connect with a therapist — anytime, anywhere



Your EAP offers faster access to counseling when you need it

If you or a loved one is struggling with life's challenges, finding a mental health professional to talk to quickly can make a big difference. That's why your Employee Assistance Program (EAP) is offering Talkspace, a service that provides confidential counseling by text, audio, or video — whatever way feels right for you.

## Find support for:

- Anxiety
- Relationships
- Substance use
- Depression
- Sleep
- Trauma
- Grief
- Stress

## You'll benefit from:



### Personalized match

Talkspace QuickMatch™ pairs you with a therapist who fits your needs and preferences. That helps you feel comfortable from the start.



### 24/7 access

Message your therapist via text, audio, or video whenever something comes up — or schedule a virtual visit to connect in real time.



### Experience you can count on

Talkspace includes a diverse network of professional licensed therapists in every state who treat a variety of needs.

## Sign up for Talkspace today

- Use a web browser to register at [talkspace.com/associatecare](https://talkspace.com/associatecare).
- Enter the letters "EAP", a space, and Southwestern Ohio Educational Purchasing Council (EPC) in the
- Complete the QuickMatch therapist finder questions.
- Await your therapist match, then send a message or schedule a virtual session.

## Your EAP is here with support, whatever your needs

You and your household members can get confidential support through your EAP. Connect to helpful tools, resources, and information, as well as to financial and legal advisors. Go to [anthem.com/EAP](https://anthem.com/EAP) and enter SWOH EPC.

Remember, once you use up your yearly EAP visits, your plan may also include behavioral health benefits with in-person and virtual care options. Check your plan details to see how your plan covers visits to a therapist.



Online counseling is not appropriate for all kinds of problems. If you are in crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 (National Suicide Prevention Lifeline) and ask for help. If your issue is an emergency, call 911 or go to your nearest emergency room. Talkspace does not offer emergency services.

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# Your Employee Assistance Program

## Southwestern OH Edu Purchasing Council (EPC)

Your Employee Assistance Program (EAP) is here to help you and your household through difficult times. The following resources are private, confidential, and available to you 24/7 at no extra cost.<sup>1</sup>

### Counseling and mental health

- Get 3 free visits for in-person or virtual counseling per person in your household, per issue each year.<sup>2</sup>

### Work-life resources

- Find information on career, parenting, and balancing work and family.
- Find high-quality child, elder, and pet care.
- Receive special discounts on a range of products and services, including food, travel, and clothing.

### Identity theft support

- Register to get help with identity monitoring and theft resolution to minimize or recover from the effects of identity theft.

### Self-improvement resources

- Log in to take self-assessments, access the Guidance to Care tool, and get a list of EAP resources specific to your needs.

### Legal and financial resources

- Book a no-cost consultation and receive a discounted rate from participating local attorneys on continued legal services.<sup>3</sup>
- Explore an online library of legal resources, forms, and essential documents.
- Have unlimited phone consults with a financial professional and access online financial calculators and budgeting tools.

### 24/7 crisis support

- Get in-the-moment support when experiencing a personal crisis.
- Find help with navigating resources and getting support if you're impacted by a tragedy or natural disaster.

## Get the help you need, 24/7

- Visit [anthem.com/EAP](https://www.anthem.com/EAP) and log in with company name: SWOH EPC. You can also scan this QR code with your phone's camera.
- Call your EAP at **800-865-1044** for help with questions.



<sup>1</sup> In accordance with federal and state law, and professional ethical standards.

<sup>2</sup> Appointments are subject to availability of a therapist. Online counseling is not appropriate for all kinds of problems. If you are in a crisis or have suicidal thoughts, it's important that you seek help immediately. Please call 988 National Suicide Prevention Lifeline and ask for help. If your issue is an emergency, call 911 or go to the nearest emergency room.

<sup>3</sup> Excludes business, benefits, or employment issues. The free no-cost consultations apply per legal issue per year. You are eligible for a new consultation for each new issue per year.

This document is for general information purposes. Check with your employer for specific information on services available to you.

In addition to using a telehealth service, you can receive in-person or virtual care from your own doctor or another healthcare provider in your plan's network. If you receive care from a doctor or healthcare provider not in your plan's network, your share of the costs may be higher. You may also receive a bill for any charges not covered by your health plan.

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